User Attitudes and Vendor Approaches to Systems Integration

Germany

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(SIP)

User Attitudes and Vendor Approaches to Systems Integration

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User Attitudes to Vendors Systems Integration

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User Perceptions of Vendor Suitability

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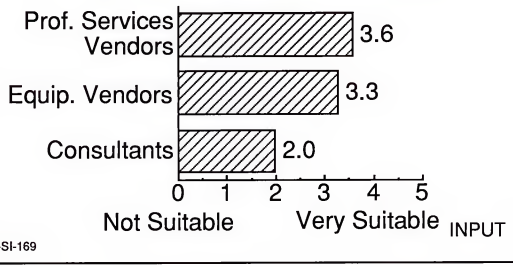
Perceived Vendor Suitability



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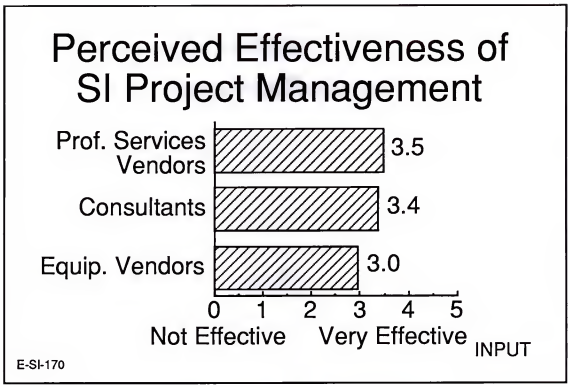

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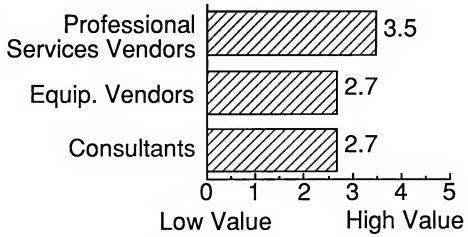
Perceived Value for Money



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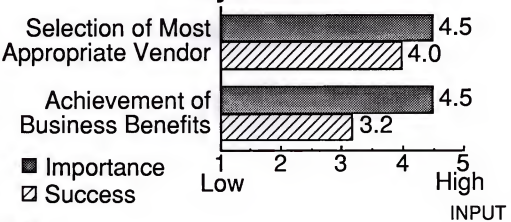
Systems Integration

Achievement of Project Objectives



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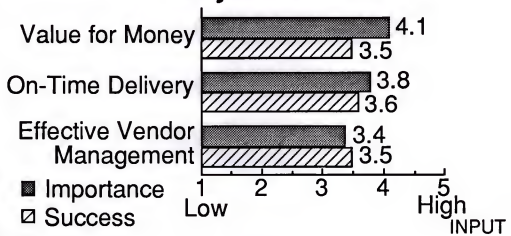
Systems Integration

Achievement of Project Objectives



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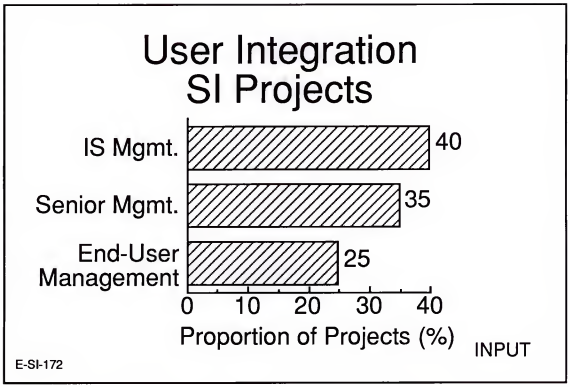

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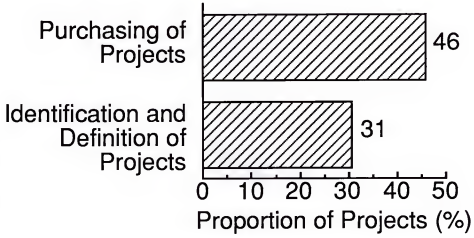
Role of External Consultants



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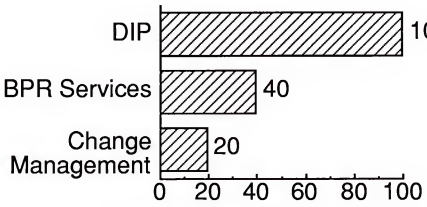
Complementary Workflow Purchases



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Systems Integration

Purchasing Process: Workflow

Stage	Key Influences
Decision to investigate workflow	Senior executives Department heads O&M/business strategy

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Systems Integration

Purchasing Process: Workflow

Stage	Key Influences
Vendor identification/ information collection	IS department External consultants
Trial go/no go decision	Departmental heads Operational management

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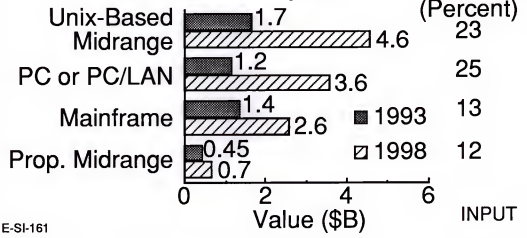
Systems Integration

Projects by Equipment Type
Europe



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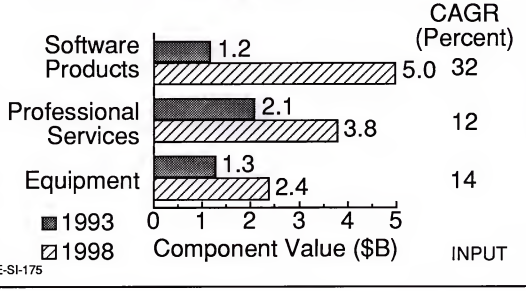
Europe

SI Market by Component



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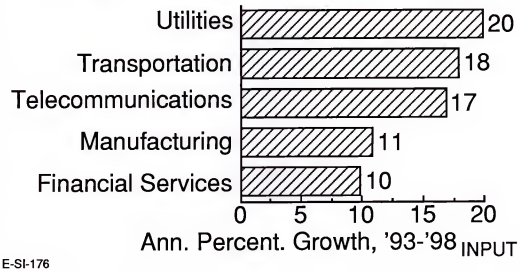
SI Industry Sector Growth



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SI, Europe

Leading Vendors, 1992

Company	Est. Rev. ($M)
IBM	750
Andersen Consulting	400
Cap Gemini Sogeti	390
Digital	285
Groupe Bull	240

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SI, Germany

Leading Vendors, 1992

Company	Est. Rev. (DM M)
IBM	180
SNI	150
Digital	70
Andersen Consulting	55
Bull	50

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Vendor Approaches to Systems Integration

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Issues for SI Vendors

- How to organise
- Access to senior executives
- Industry sector capability
- Business re-engineering
- The outsourcing approach

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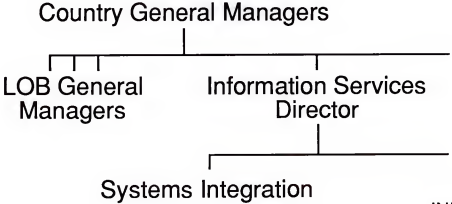
Unisys EAD Organisation Structure



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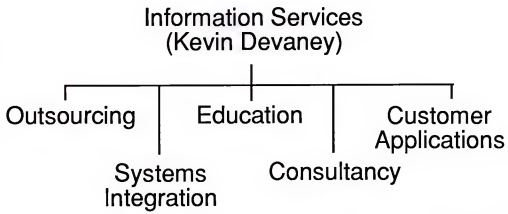
Unisys EAD Organisation Structure



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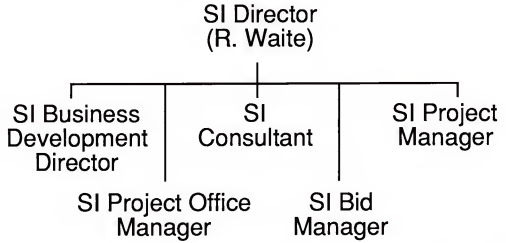
Unisys EAD SI Organisation



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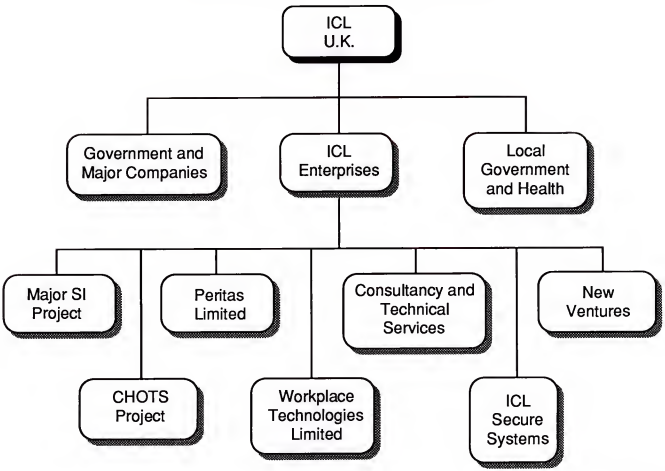
ICL (U.K.)—Organisation Structure



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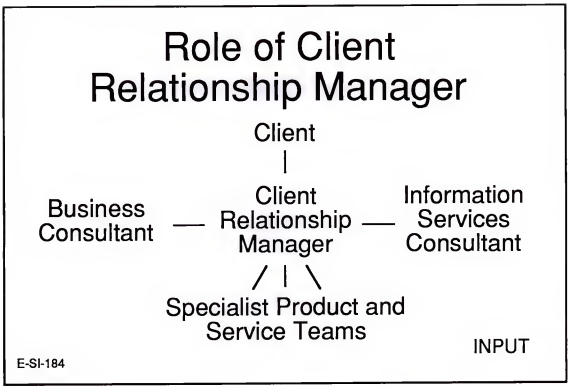

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Digital SI Revenues, 1992

Sector	Proportion of Total (%)
Manufacturing	33
Financial Services	32
Public Sector	17
Telecommunications	11
Others	7
Total	100

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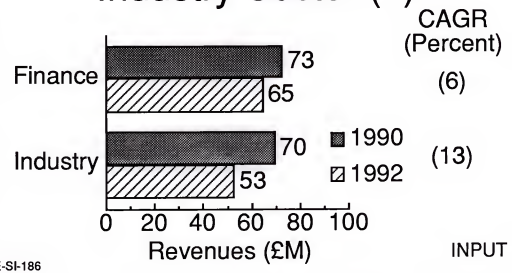
Sema Group: Revenues by Industry Sector (1)



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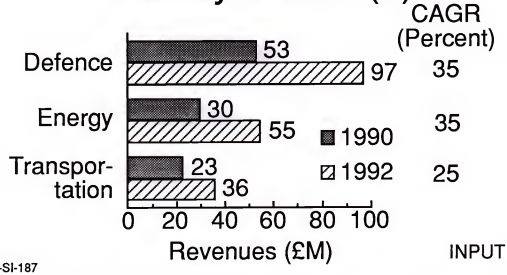
Sema Group: Revenues by Industry Sector (2)



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Unisys—Country SI Focus

Country	Sectors
Germany	Airlines Air Traffic Control
France	Public Sector
U.K.	Police Force Systems Regional Electricity Companies
Portugal	Fishing Industry

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Digital Discrete Mfg. and Defence Business Unit

Industry Segments

- Automotive
- Aerospace
- Electronics
- Defence

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Digital Discrete Mfg. and Defence Business Unit

Solutions

- Manufacturing planning
- Manufacturing execution
- Engineering product Data management
- Defence logistics/intelligence

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Digital Financial, Prof. and Public Services Business Unit

Industry Segments

- Banking
- Insurance (except health)
- Other professional services
- Public administration

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Digital Financial, Prof. and Public Services Business Unit

Solutions

- Retail branch systems
- Trading systems
- Workflow document management
- Registry applications

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Strategic Business Areas (SBAs)

Location of SBA	Specialism
Paris	Telecommunications
London	Financial services
Germany	Manufacturing
Benelux	Distribution
U.S.	Oil and chemicals

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Typical Projects
BT Customer Systems

Client	Nature of Project
ICI	Global communications infrastructure
BP	Emergency control centre

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Typical Projects
BT Customer Systems

Client	Nature of Project
Mercantile Credit	Credit reference
DSS	STS programme
HM C&E	Customs freight handling

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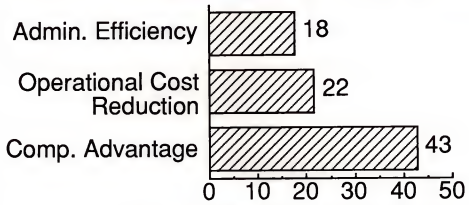
Europe

Major Challenges for IS Depts.



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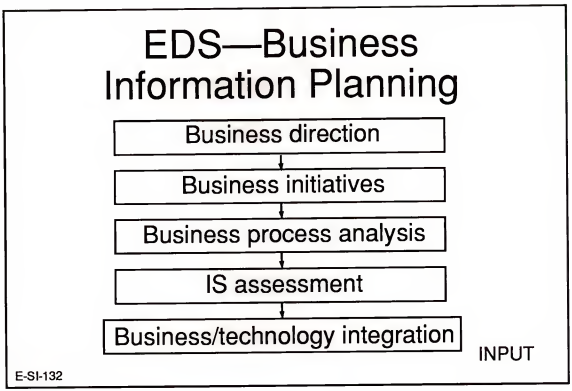

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Gemini Consulting

- Business transformation through multidisciplinary projects
- Targeting Fortune 100
- European business transformation revenues of $75 million

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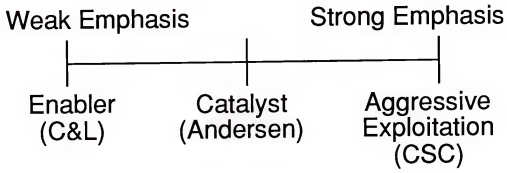
Range of Technology Perspectives



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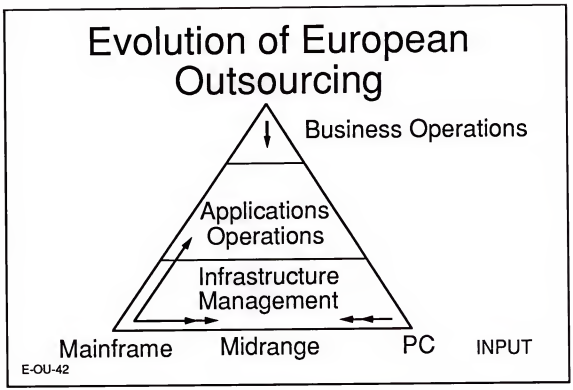

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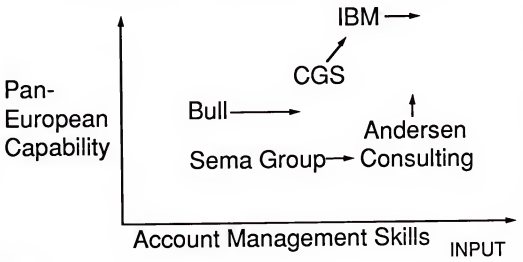
Systems Integration, Europe

Vendor Positioning (1)



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Systems Integration, Europe

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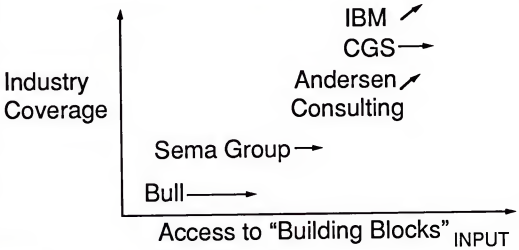

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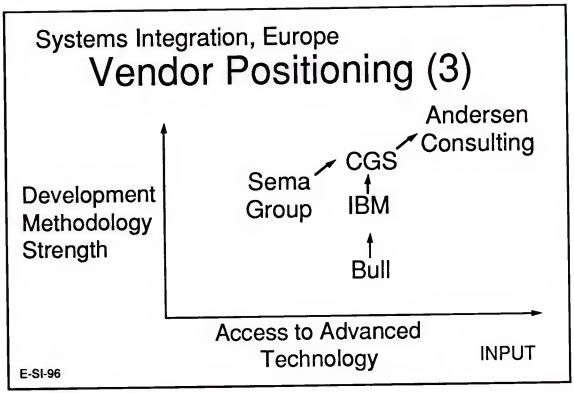

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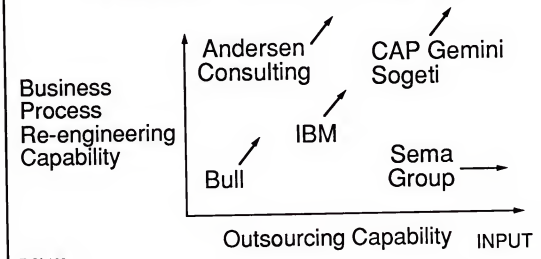
Systems Integration

Vendor Positioning (4)



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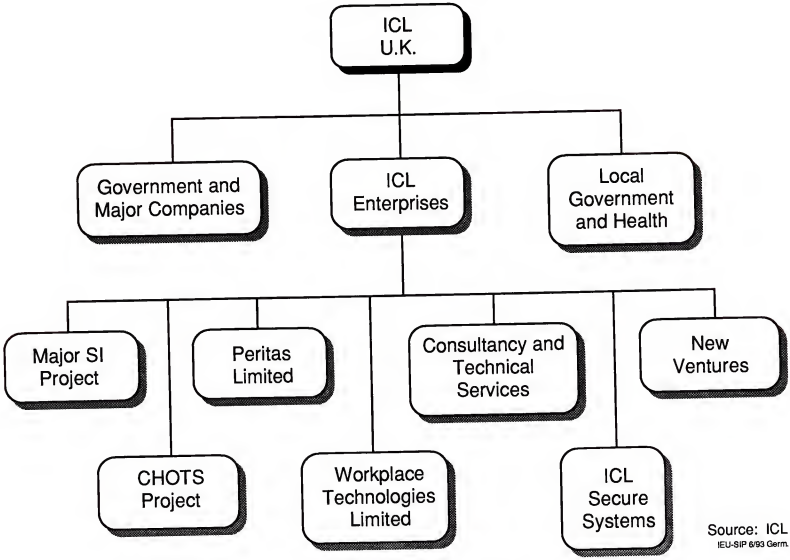
ICL (U.K.)—Organisation Structure



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- 7 Cross-Industry Markets
- The Worldwide Market (30 countries)

— EUROPEAN —

- Outsourcing
- Systems Integration
- Customer Services

— U.S. —

- Outsourcing
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- Systems Integration
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